

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Declaration and Power of Attorney

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled **Customer Service Maintenance Automation**, the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by an amendment, if any, specifically referred to in this oath or declaration.

I acknowledge the duty to disclose all information known to me which is material to patentability as defined in Title 37, Code of Federal Regulations, 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, 119(a-d) or 365(a-b) of PCT or foreign application(s) for patent or inventors' certificate listed below or priority benefits under 119(e) of any United States provisional application(s) listed below and have also identified below any foreign application for patent or inventors' certificate having a filing date before that of the application on which priority is claimed:

None

I hereby claim the benefit under Title 35, United States Code, 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, 112, we acknowledge the duty to disclose all information known to us to be material to patentability as defined in Title 37, Code of Federal Regulations, 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

None

006280-14264960

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

Samuel H. Dworetsky	(Reg. No. 27873)	Robert B. Levy	(Reg. No. 28234)
Thomas A. Restaino	(Reg. No. 33444)	Susan E. McGahan	(Reg. No. 35948)
Michele L. Conover	(Reg. No. 34962)	Gary H. Monka	(Reg. No. 35290)
Cedric G. DeLaCruz	(Reg. No. 36498)	Jeffrey M. Navon	(Reg. No. 32711)
Rohini K. Garg	(Reg. No. 45272)	Stephen J. Pentlicki	(Reg. No. 40125)
Thomas M. Isaacson	(Reg. No. 44166)	Alfred G. Steinmetz	(Reg. No. 22971)
Benjamin S. Lee	(Reg. No. 42787)		

I also appoint Thomas H. Jackson (Reg. No. 29808), Frederic M. Meeker (Reg. No. 35282), Joseph P. Krause (Reg. No. 32578) and Darleen J. Stockley (Reg. No. 34257) of Banner & Witcoff as associate attorneys, with full power to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please address all correspondence to Mr. S. H. Dworetsky, AT&T Corp., P.O. Box 4110, Middletown, New Jersey 07748. Telephone calls should be made to Robert B. Levy at 908-221-5714.

Full name of 1st joint inventor: Clarence W. Buffalo

Inventor's signature

Date

8/1/00

Residence: Ashburn, Loudoun County, Virginia

Citizenship: United States of America

Post Office Address: 43477 Golden Meadow Circle
Ashburn, Virginia 20147

ANITA C. STAMPER
Notary Public of New Jersey
My Commission Expires Dec. 14, 2003

Anita C. Stamper

006280-42667960

Full name of 2nd joint inventor: Frances Centofante

Inventor's signature *F. Centofante* Date 7/31/00

Residence: Tinton Falls, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 81 Players Circle
Tinton Falls, New Jersey 07724

005280"4264960

Full name of 3rd joint inventor: Chin-Wang Chao

Inventor's signature *Chin-Wang Chao* Date 8/9/00

Residence: Lincroft, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 112 Middletown-Lincroft Road
Lincroft, New Jersey 07738

006280" 42664960

Full name of 4th joint inventor: Brian T. Hou

Inventor's signature Brian Hou Date 7/31/2000

Residence: Freehold, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 1 McElwaine Drive
Freehold, New Jersey 07728

006280" 42664960

Full name of 5th joint inventor: Christian P. Kolmodin

Inventor's signature  Date 7/31/2000

Residence: Mountainside, Union County, New Jersey

Citizenship: United States of America

Post Office Address: 373 Dogwood Way
Mountainside, New Jersey 07092

006280-42654960

Full name of 6th joint inventor: Shu-Chih Lin

Inventor's signature S. C. Lin Date 8/5/00

Residence: Marlboro, Monmouth County, New Jersey

Citizenship: Taiwan

Post Office Address: 6 Sarah Court
Marlboro, New Jersey 07746

006280-4264960

Full name of 7th joint inventor: Elliot P. Olschwang

Inventor's signature Elliot P. Olschwang Date 7/31/00

Residence: Red Bank, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 9 Manny Way
Red Bank, New Jersey 07721

006280" 42654960

Full name of 8th joint inventor: Fernando Teixeira

Inventor's signature Fernando C. Teixeira Date 8/29/00

Residence: Middletown, Monmouth County, New Jersey

Citizenship: United States of America

Post Office Address: 176 Pelican Road
Middletown, New Jersey 07748

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